

CIT Customer Service Report for Helix Support

for Thursday, August 1, 2002 to Saturday, August 31, 2002

	Created				Assigned/Pending			Closed			Average
	DCS	Helix	Web	Other	DCS	Helix	Other	DCS	Helix	Other	Minutes to Close
Accounts											
Access/Login	9	0	0	0	0	0	0	8	1	0	7
Deactivate/Close	1	0	27	0	0	0	0	28	0	0	3
General Info	4	0	0	0	0	0	0	4	0	0	5
Password Reset	5	0	5	0	0	0	0	10	0	0	5
Register/Open	2	0	22	0	0	0	0	24	0	0	10
Web Sponsor	1	0	0	0	0	0	0	1	0	0	5
Email											
Browser Mail	3	0	0	0	0	0	0	3	0	0	10
Eudora	6	0	0	0	0	0	0	5	1	0	24
Helix Pine Mail	9	0	0	2	1	0	0	8	0	2	6
MS Outlook	2	0	0	0	0	0	0	2	0	0	13
Helix Support											
Apps/Exodus/WebTermX	2	0	0	0	0	0	0	1	1	0	13
Apps/FTP/Anon FTP	3	0	0	0	0	2	0	1	0	0	1
Apps/Matlab/Mathematica	2	0	0	0	0	1	0	1	0	0	4
Apps/Other	4	0	0	0	0	1	0	0	3	0	4
Info/General	11	0	0	0	1	1	0	5	4	0	8
Quota/Restore	1	0	0	0	0	0	0	1	0	0	4
Sequence Analysis/GCG	1	0	0	0	0	0	0	0	1	0	3
Sequence Analysis/Other	2	0	0	0	0	0	0	1	1	0	5
Grand Total:	68	0	54	2	2	5	0	103	12	2	7

Total Tickets Closed: 117

Total Tickets Assigned/Pending: 7

Total Tickets Created: 124